

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant	: Kumar et al.	Art Unit	: 2178
Serial No.	: 10/723,742	Examiner	: Gregory J. Vaughn
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Title	: COMMON MESSAGE AREA FOR A CUSTOMER INTERACTION CENTER USER INTERFACE		

**MAIL STOP ISSUE FEE**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

AMENDMENT AFTER ALLOWANCE  
PURSUANT TO 37 C.F.R. §1.312

Please amend the application as indicated on the following pages. This amendment is being filed concurrently with the payment of the issue fee.

**CERTIFICATE OF MAILING BY EFS-WEB FILING**

I hereby certify that this paper was filed with the United States Patent and Trademark Office using the EFS -WEB system on this date:

Aug. 10, 2007